

Þjónustuver - Júlíus B. Benediksston
HP Service Desk - Marco Sangiorgio
Reynslusaga/Glitnir - Kristens Guðfinnson

Þjónustuver

RáðstefnaSk ýrslutæknifélagsins

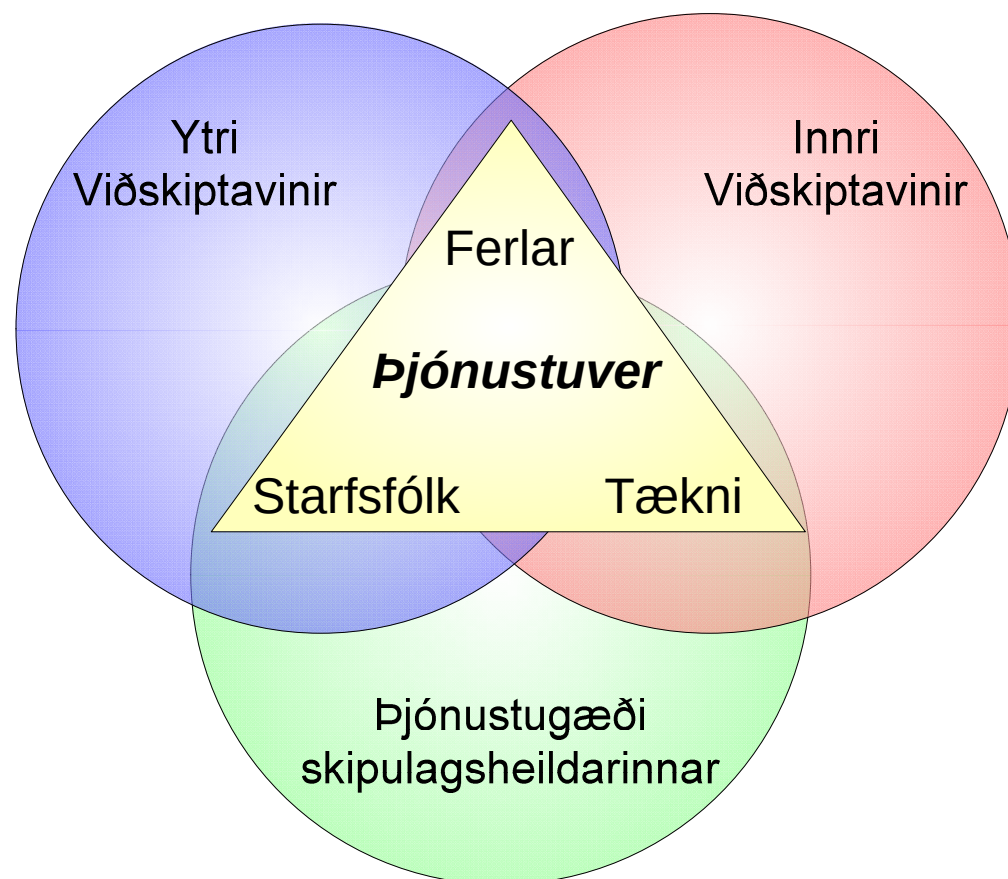
OPIN KERFI

SAMVINNA = ÁRANGUR

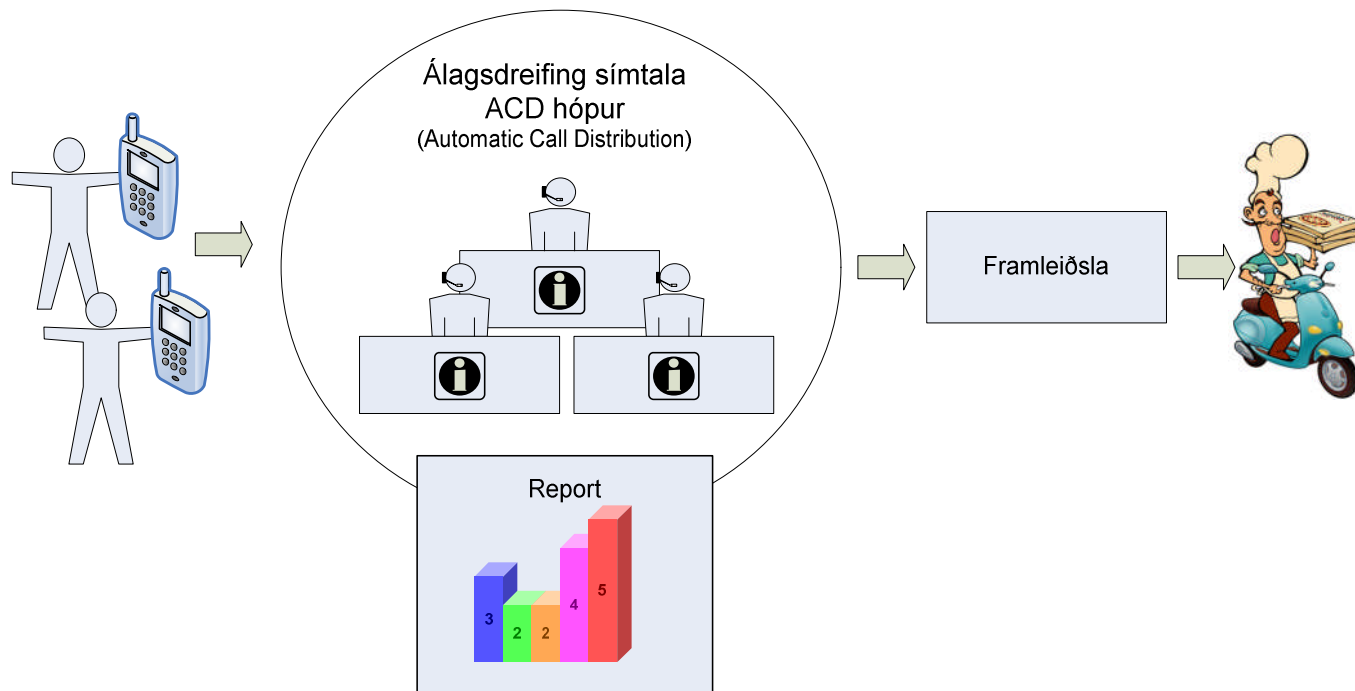
Hvaðer þjónustuver?

A business environment comprised of people, processes and technologies designed to provide customer (internal and/or external) access to organizational resources by means of multiple channels and supports interactions that create mutual value.

Hvaðer þjónustuver?



Þjónustuver í einfaldrimynd



Hverju á aðstjórna?

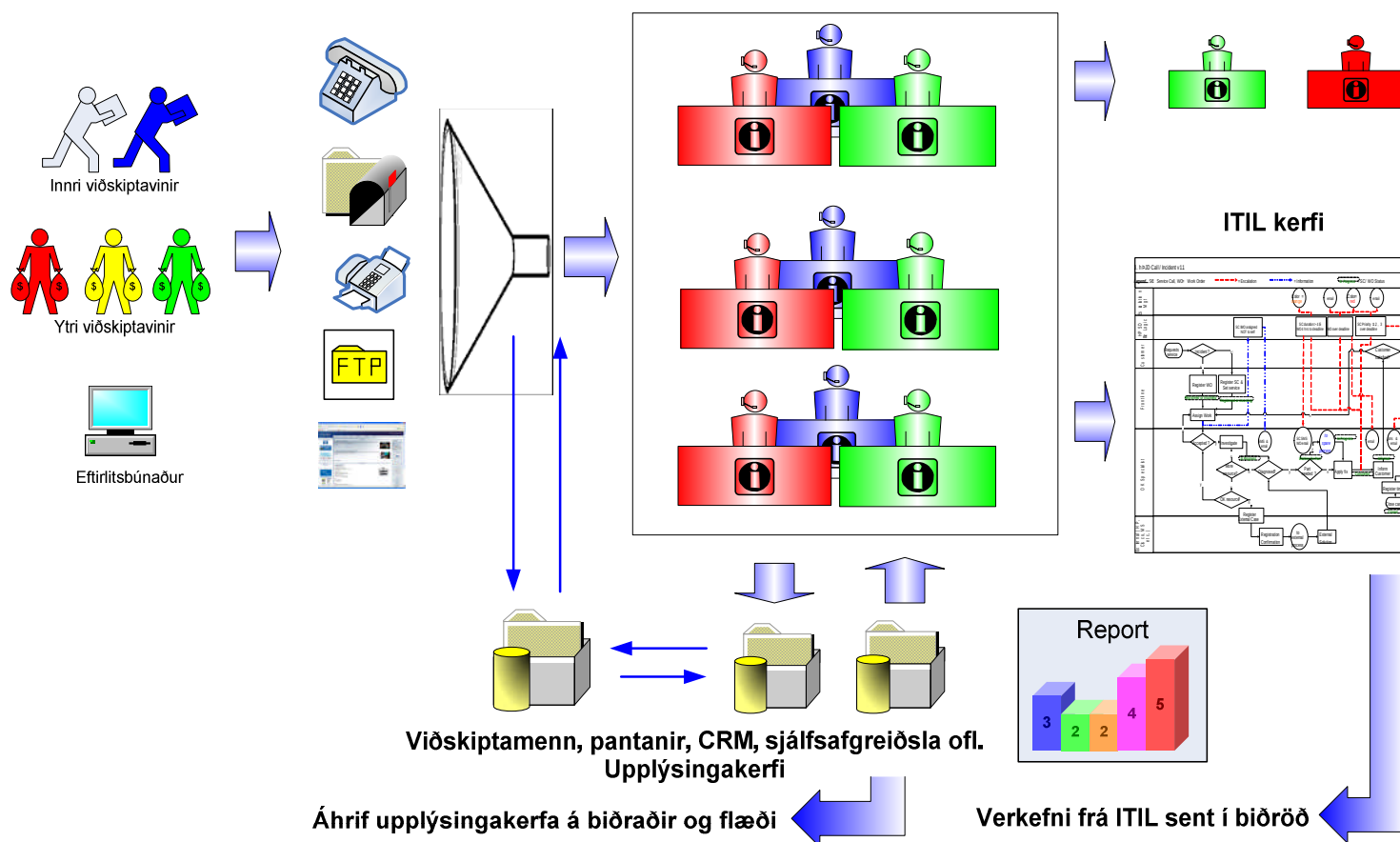
Viðskiptavinir

Samskiptaleiðir

Samhæfð biðröð

Þjónusuhópar

Aðrar deildir



Hverer lykillinnað árangri?

- Þjónustuver snýst um stjórnun, skipulag, verkferla og aga
- Upplýsingakerfiog tækni nýtt til að ná markmiðum

Undirbúningurskiptir öllu!

- Hver er tilgangurinn og markmiðið?
- Hvaða ferlum á að stjórna?
- Styður innra skipulagið þjónustuver?
- Hvernig er lágmarks flæðitíma náð?
- Hvernig eru þjónustugæði hámarks?
- Hvernig er hægt að stjórna óþarfa útpennslu?
- Hvaða tækni eða samsetning upplýsingakerfa hámarka árangur?

AðkomaOK að þjónustuverum



Lausnirfyrir þjónustuver

- **Stjórnun símaumferðar**
 - Genesys
 - Alcatel
 - Cisco IPCC
- **Skiptiborð**
 - Alcatel
 - TRIO
- **Ferlastjórnun**
 - HP Service Desk
- **Viðskiptatengsl**
 - Microsoft CRM
- **Gæða- og upplýsingaskjöl**
 - Rekstarhandbók OR
 - Share Point Portal
- **Þekking**
 - Hönnun ferla
 - Samtenging upplýsingakerfa
 - Innleiðing lausna





Júlíus B. Benediktsson
Verkefnisstjóri
julius@ok.is

OPIN KERFI

SAMVINNA = ÁRANGUR



ServiceManagement with HP OpenView ServiceDesk

Marco Sangiorgio

Solution Architect

HP Software Technical Competence Center
EMEA

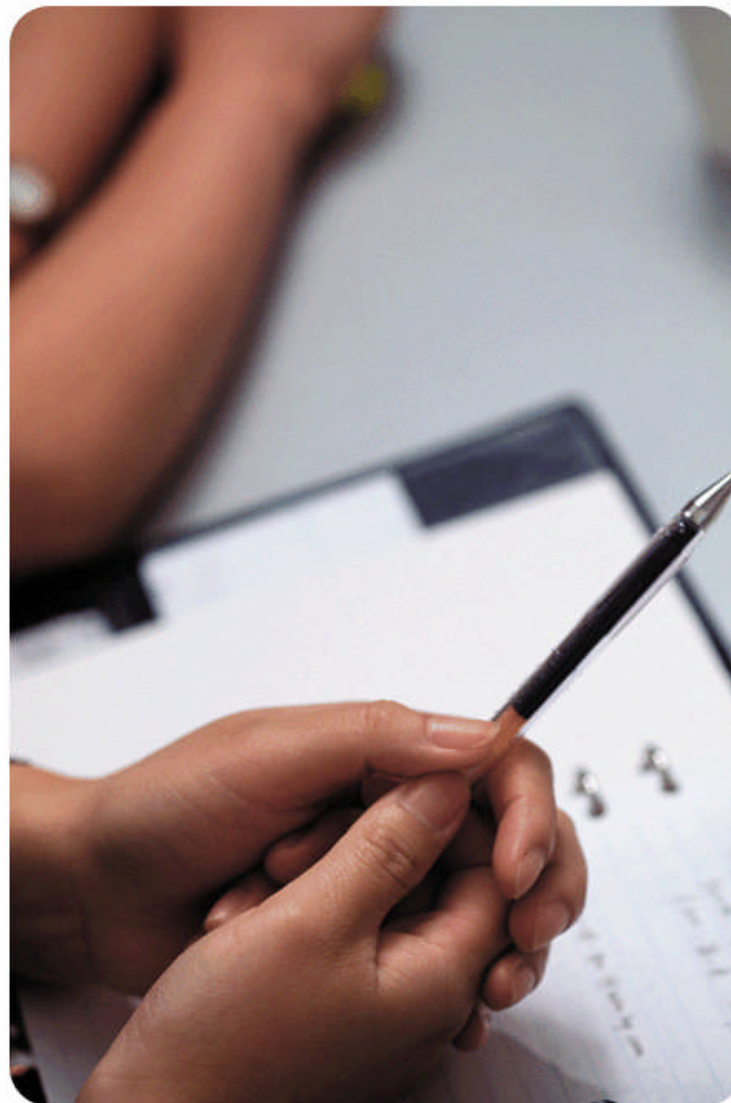
© 2004 Hewlett-Packard Development Company, L.P.

The information contained herein is subject to change without notice

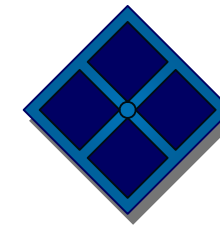


agenda

- What is IT Infrastructure Library (ITIL)
- The IT Service Management effect
- hp OpenView Service Desk



Whatis ITIL



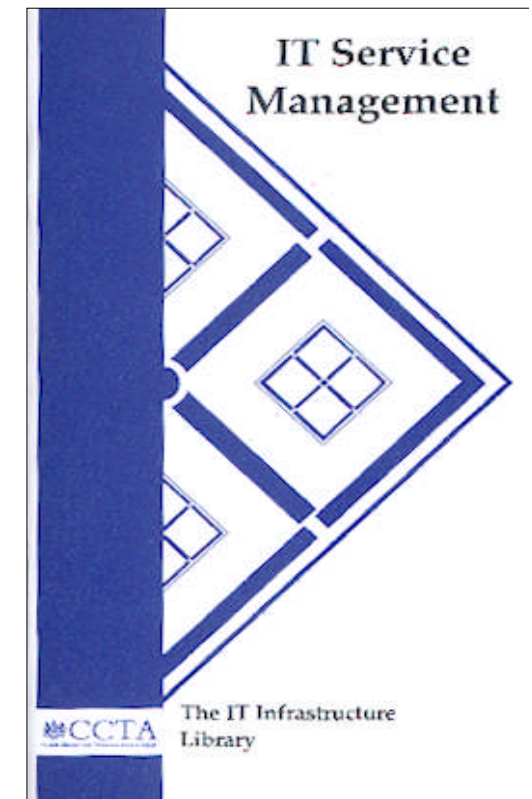
- Information Technology Infrastructure Library (ITIL)
 - Set of books developed by the United Kingdom's Office Of Government Commerce (OGC)
 - The books describe an integrated, process based, best practice framework for managing IT services
 - To date, these books are the only comprehensive, non-proprietary, publicly available guidance for IT Service Management
 - Over 50+ books exists today!



Advantages of **ITIL** Methodology

Most important advantages

- ✓ People, processes, and infrastructure
- ✓ A cookbook for IT service provision
- ✓ Modular implementation
- ✓ “Best practices” approach rather than “reinventing the wheel”
- ✓ “Public”ware
- ✓ ISO9002 (ISO20000) certification for IT
- ✓ Used by over 10,000 large industry-leading companies



History& Background

- Conceived in 1989 by the UK Government's Central Computer and Telecommunications Agency (CCTA) – now known as the Office of Government Commerce (OGC)



- It was initiated to improve IT Service Management at the UK central government
 - Today it is relevant to all organizations; public or private sector, large or small, centralized or distributed

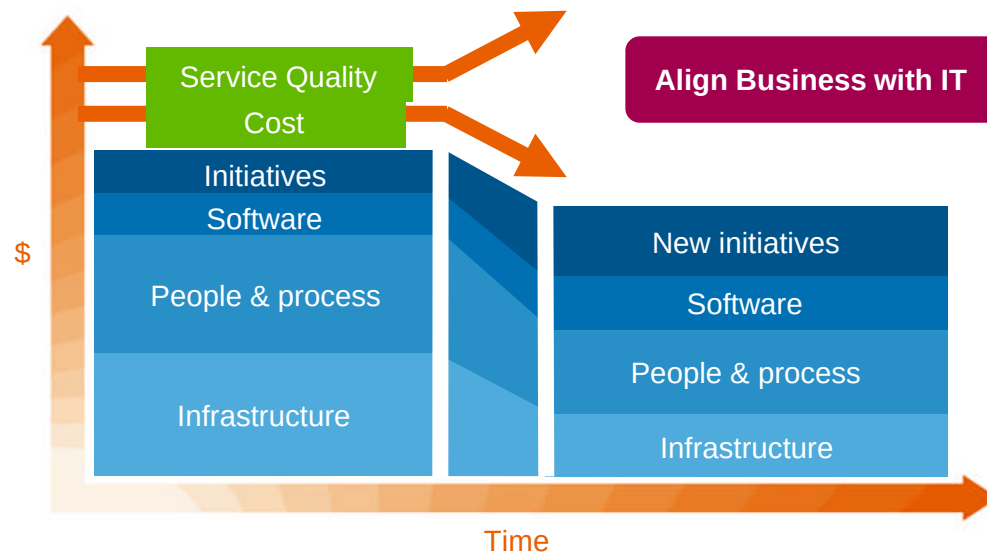
What can be achieved with IT servicemanagement?



The 3 key objectives of Service Management based on ITIL are:

- To **align IT services with** the current and future needs of the **business** and its customers
- To **improve** the **quality** of the IT services delivered
- To **reduce** the long-term **cost** of service provision

Source: itSMF



1Function +10Processes

IT Service Support

(Operational Focus)

- Service Desk (function)
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

IT Service Delivery set

(Strategic Focus)

- Availability Management
- Capacity Management
- Service Level Management
- IT Service Continuity Management
- Financial Management for IT Services

IT ServiceManagement

ITService Management – Whereto start?



Business

Processes

Products,
Services

Initiatives,
Projects

Customers,
Providers

IT service processes

Service
Portfolio, SLAs,
Sourcing

Resources,
Configuration

Projects,
Changes

Calls, Incidents,
Problems

IT service infrastructure

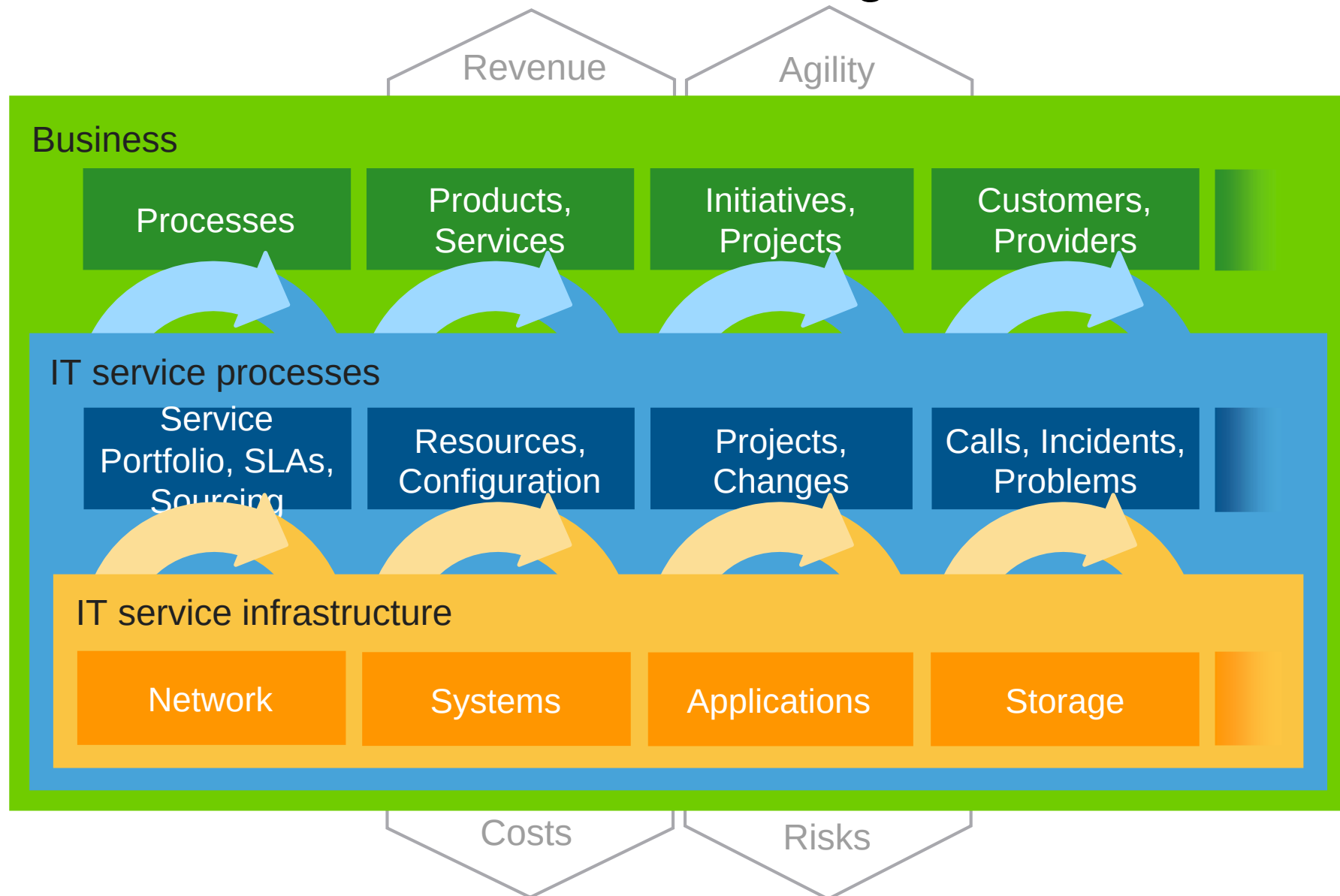
Network

Systems

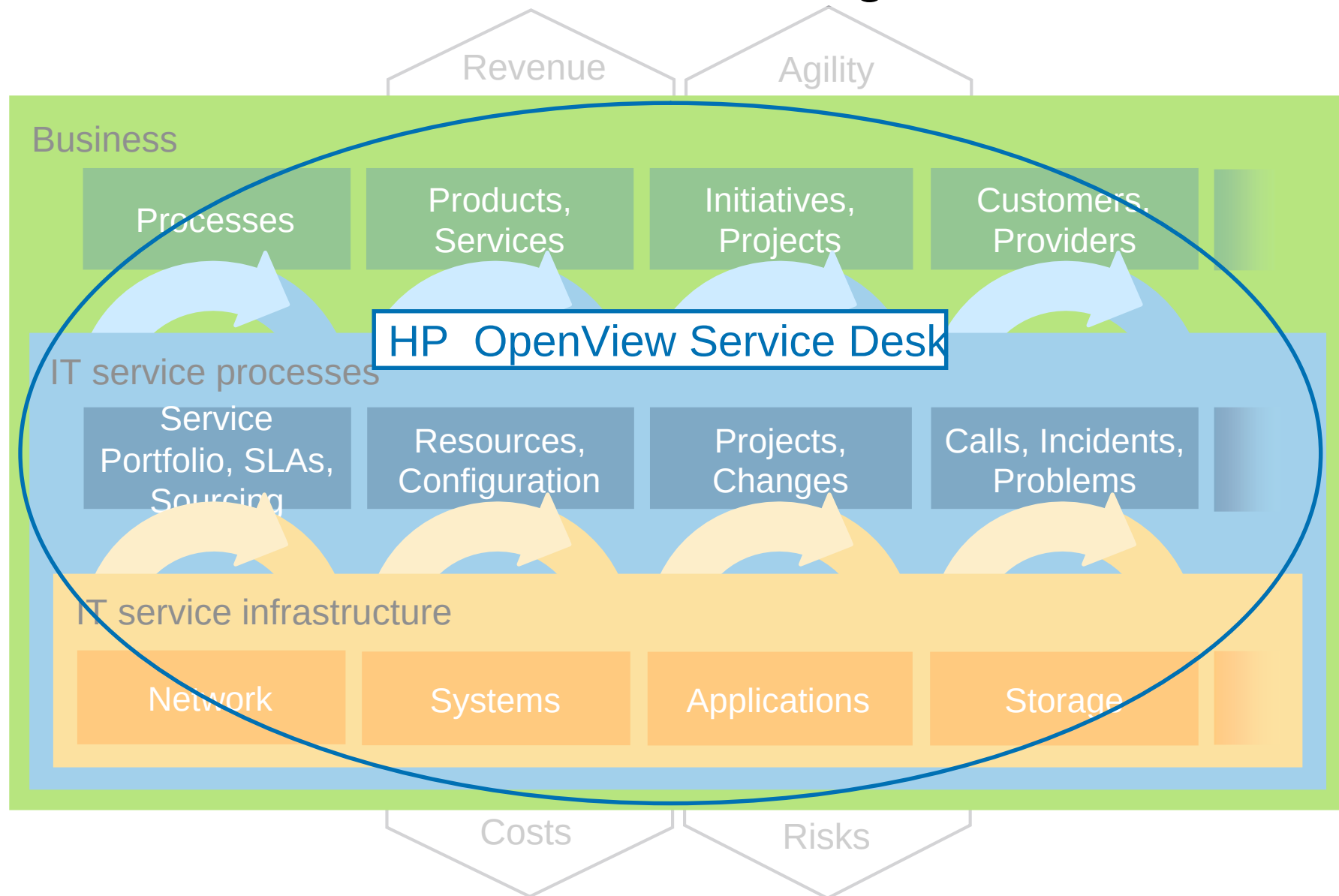
Applications

Storage

HP OpenView: ERP+CRM for IT Service Management



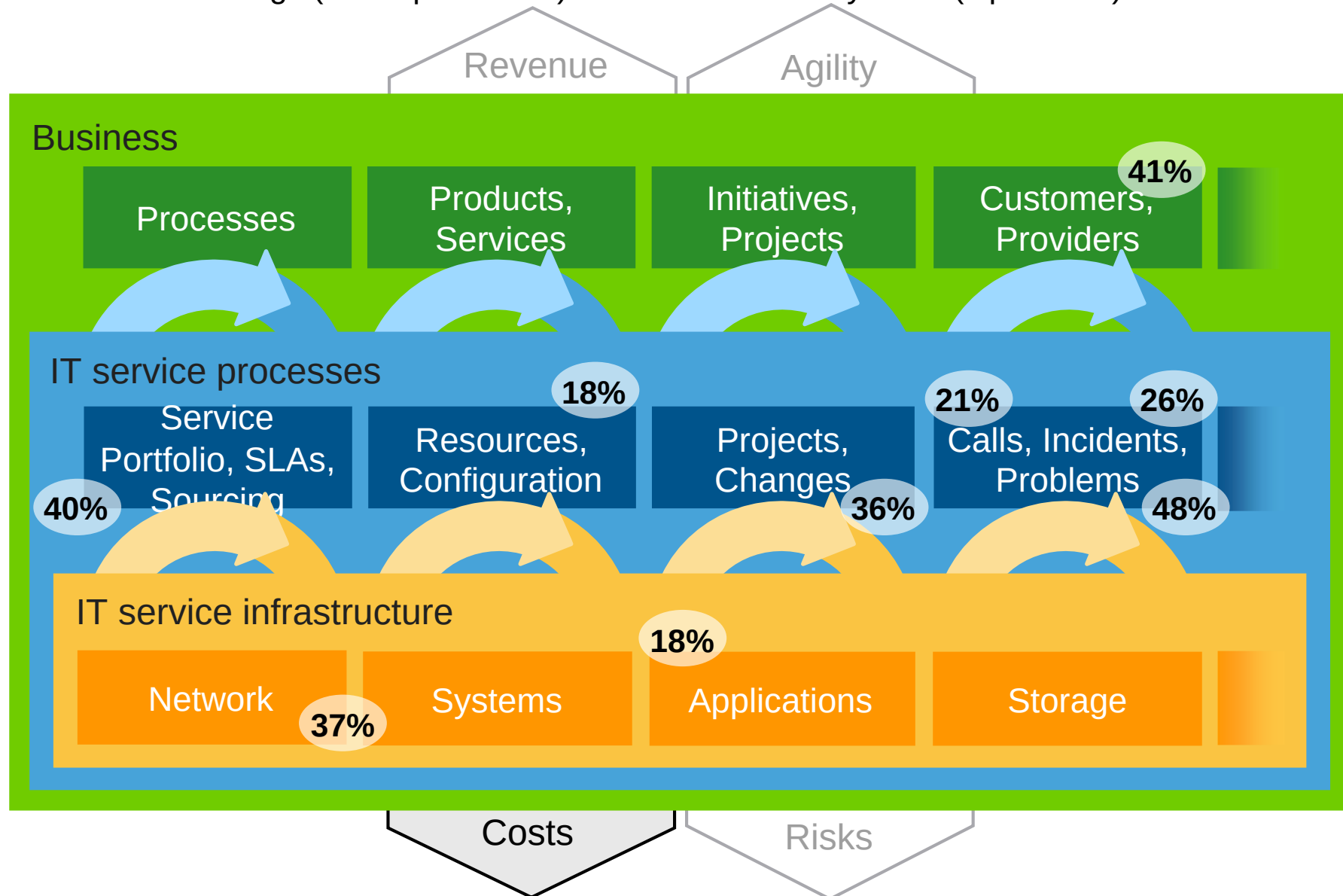
HP OpenView: ERP+CRM for IT Service Management



Achievemore ... (efficiency)



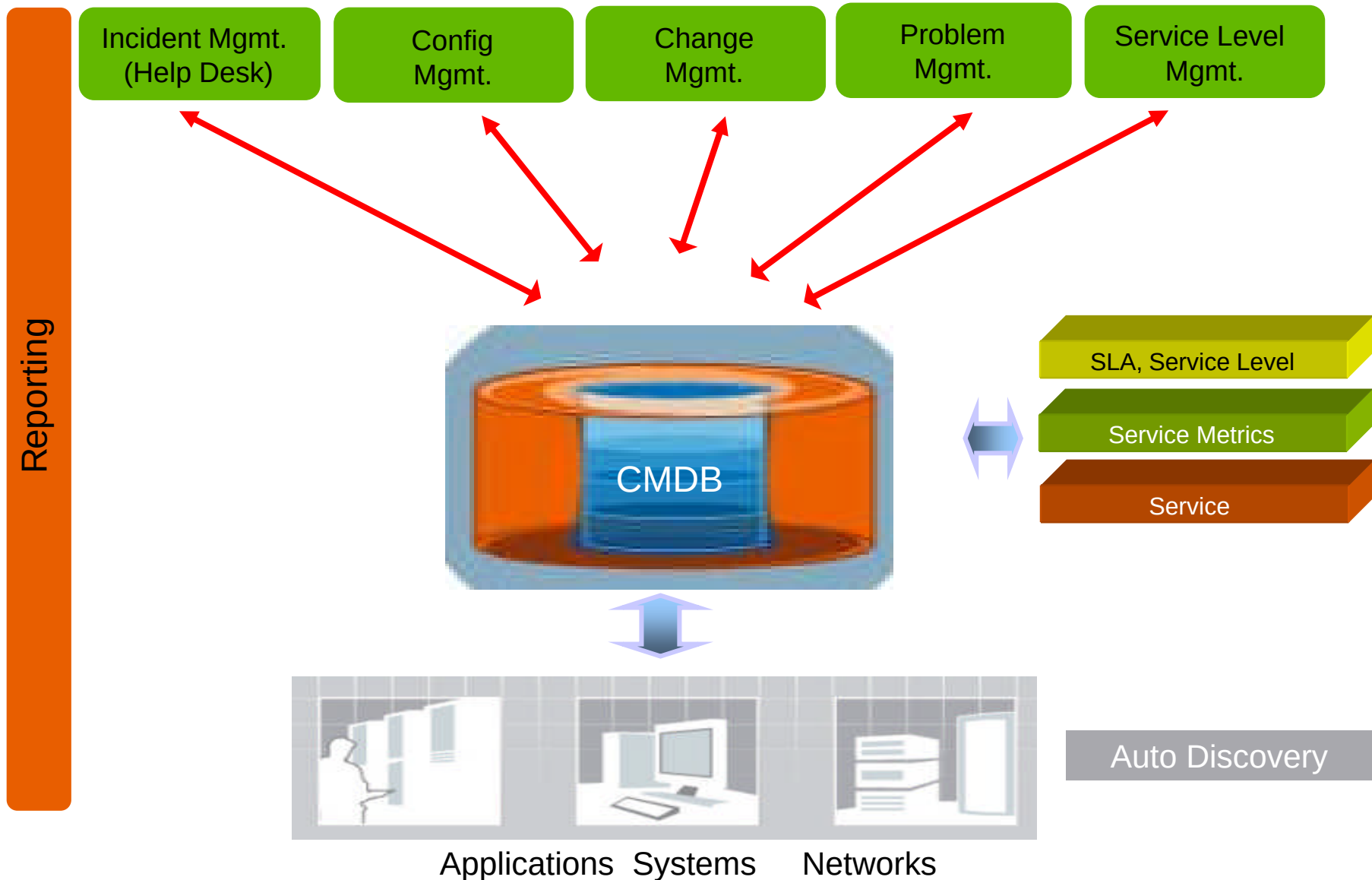
IT staff time savings (hours per month) from IDC ROI Study 2004 (OpenView)



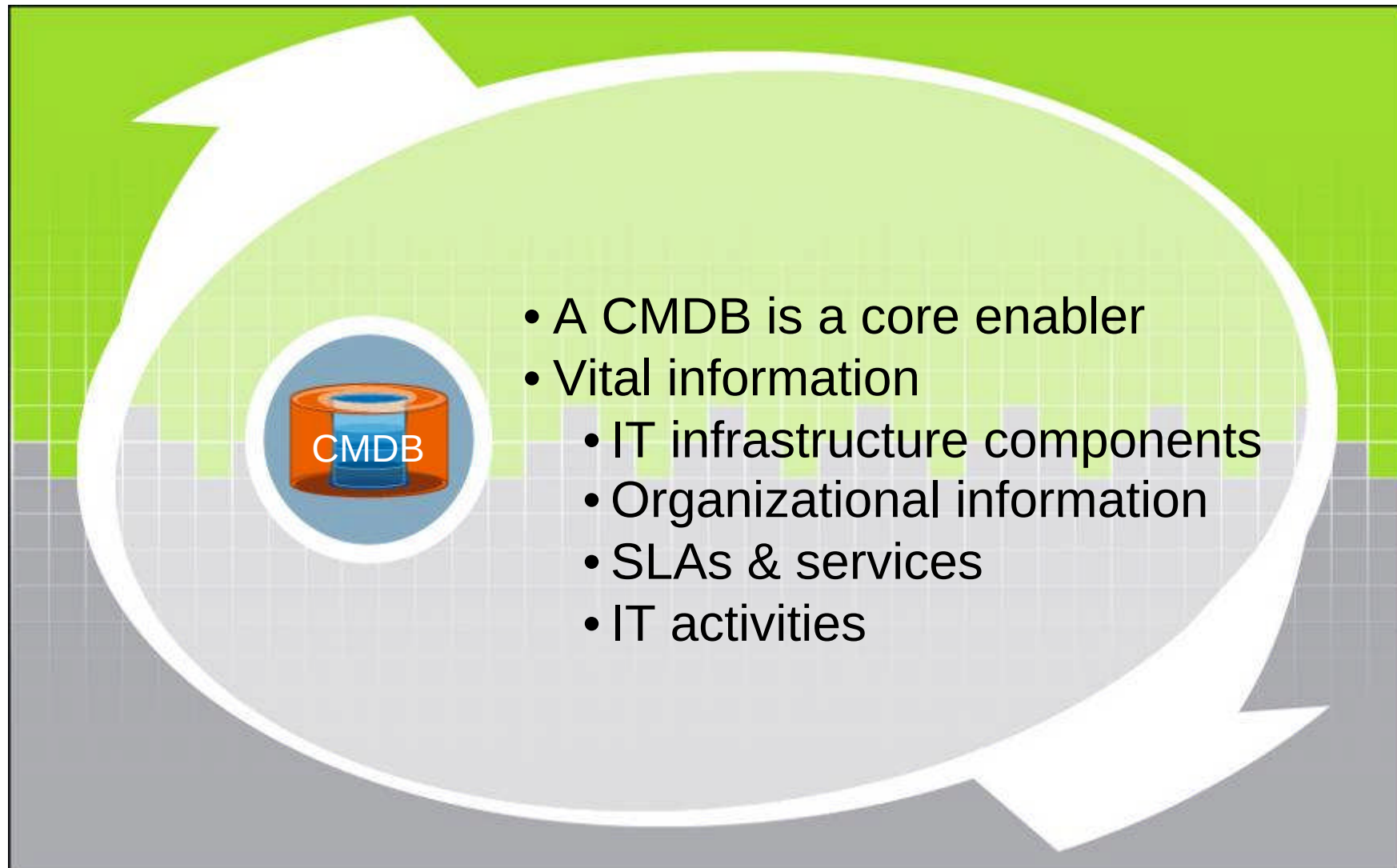
HPOpenView



Automated ITIL based IT service management

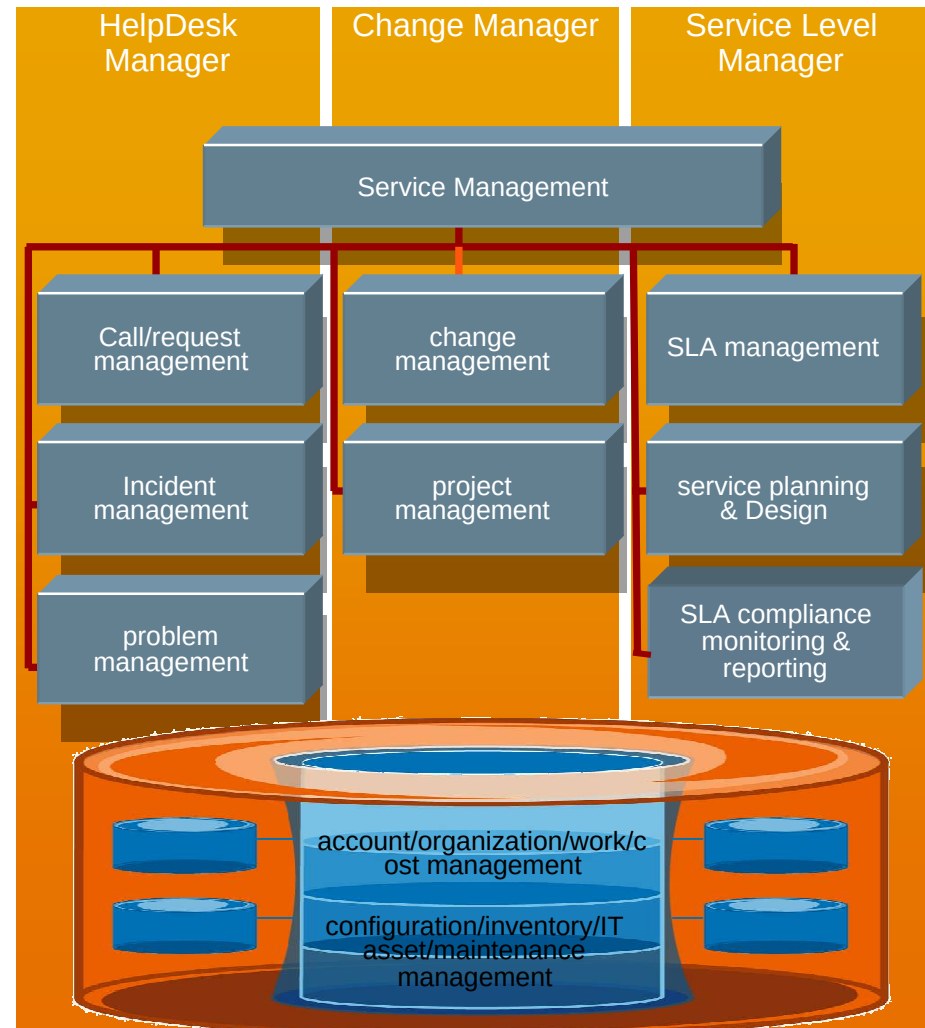


The CMDB is the heart



hpOpenView ServiceDesk 5.0

- Consolidated IT Service Desk solution : Helpdesk Manager, Change Manager, Service Level Manager based on a Common Management Environment architecture
- The federated CMDB (configuration management data base) allows a unified workflow that integrates all IT processes
- Pre-defined settings based on ITIL (IT Infrastructure Library) and ITSM best practices reduce implementation effort
- High flexibility without the need for programming reduces administration effort
- Tight integration into operational management allows for proactive real time service level management



ITILITSM

IT Service Support

(Operational Focus)

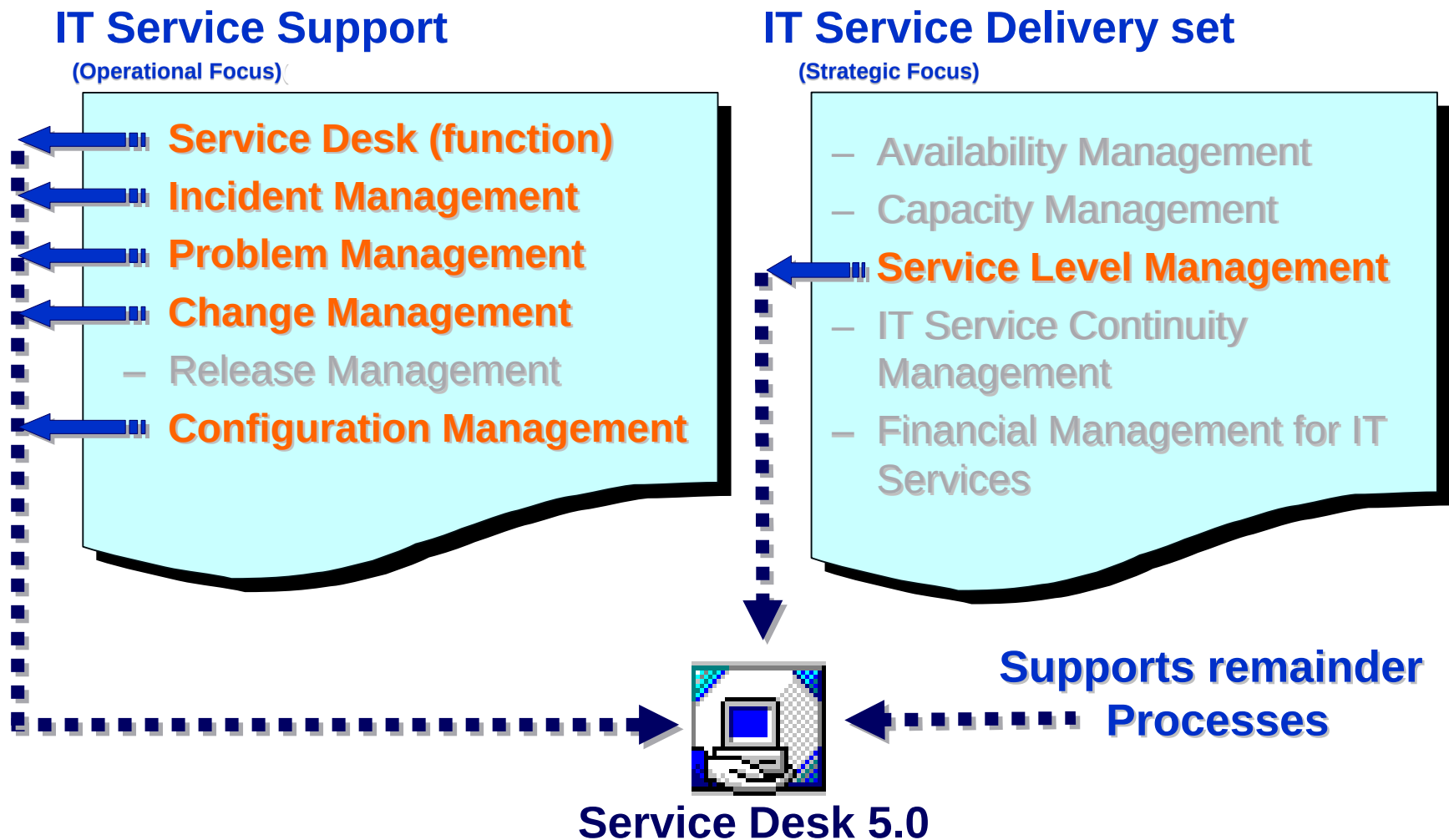
- Service Desk (function)
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management

IT Service Delivery set

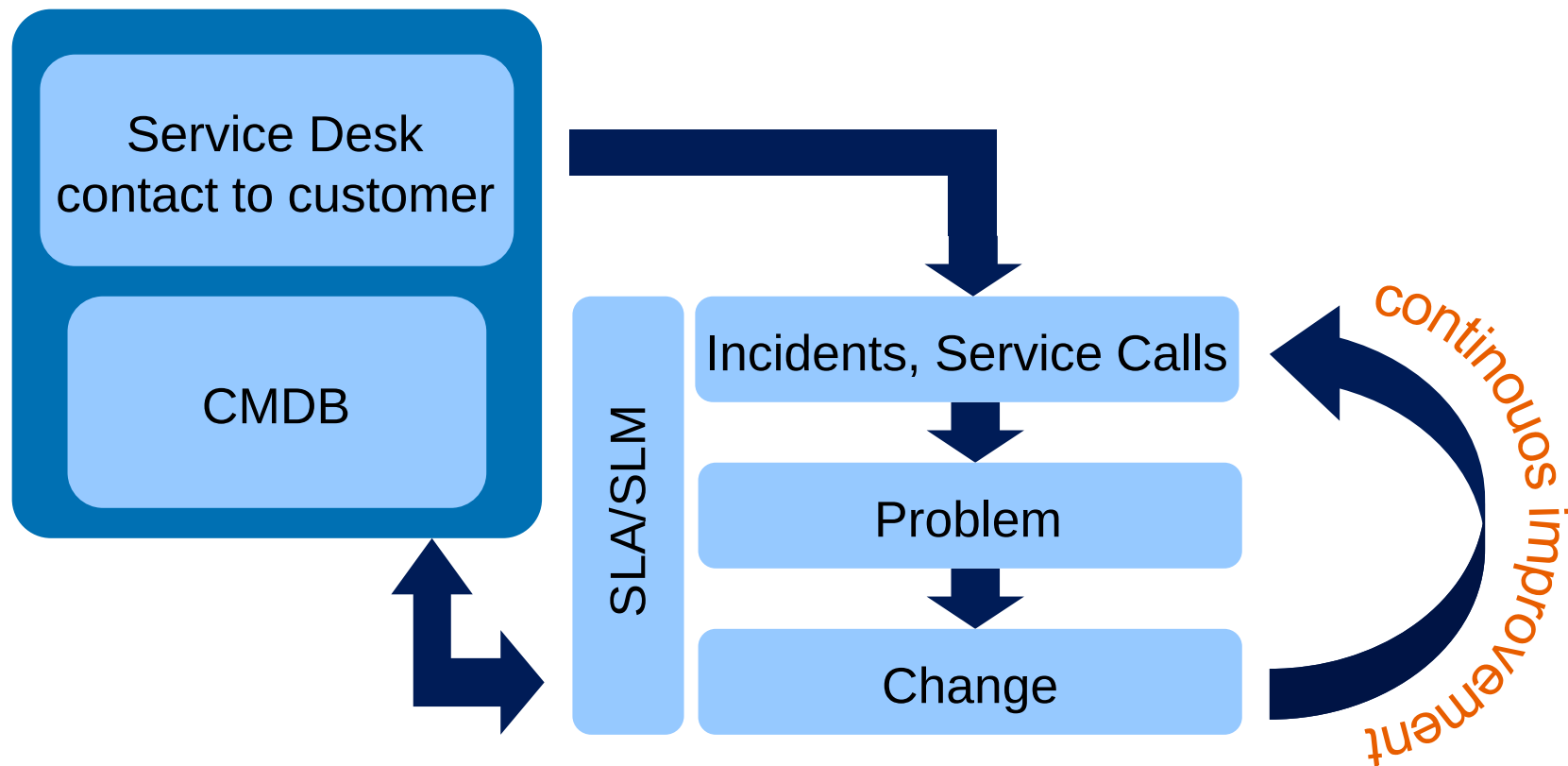
(Strategic Focus)

- Availability Management
- Capacity Management
- Service Level Management
- IT Service Continuity Management
- Financial Management for IT Services

ITILITSM andhp OVService Desk



ITILin hpOV ServiceDesk



Incident, Service Call = events, fire fighting
Problem = root cause— Why does this incident occur each friday?
Change = changes in the IT: plan, execute, document

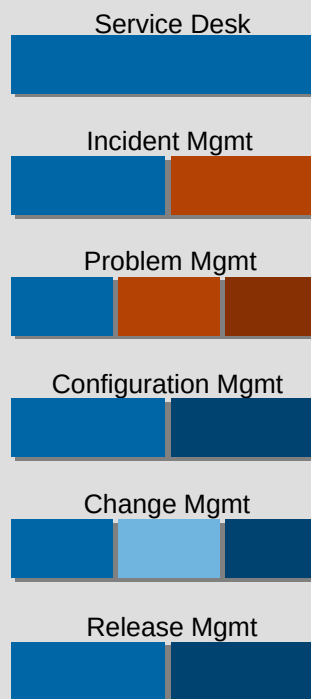
HP OpenView ITSM Solution

Aligned to support ITIL™ best practices

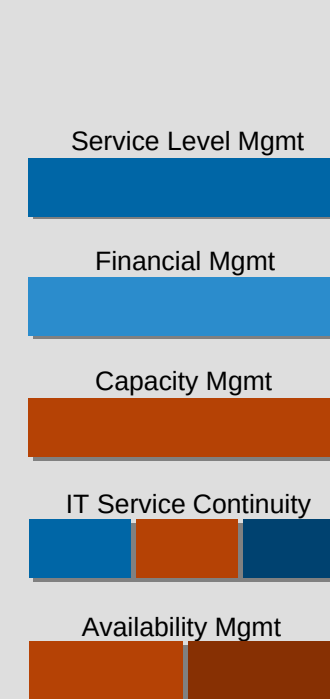


ITIL™ Service Management

Service Support



Service Delivery





Get a demo on the
booth outside



Upplýsingatækni

Kristens Guðfinnsson
Deildarstjóri þjónustuborðs tækniþjónustu

Verkbeiðnakerfi – Þarfir Glitnis banka



- Þörf á skipulagi og utanumhaldi
 - Á verkbeiðnum
 - Ekkert rassvasabókhalld
 - Engar munnlegar beiðnir á göngum og í matsal
 - Tryggja að beiðnir tynist ekki eða gleymist
 - Engar "post-it" beiðnir
 - Á tækjaeign
 - Hvaða búnaður er hvar
 - Hver er bilanatíðni búnaðar



Verkbeiðnakerfi

- Ákveðið að horfa á “ITIL best practices”
 - HP Service desk
 - Fylgir ITIL staðlinum
 - Change management
 - Problem management
 - Incident management
 - O.s.frv
 - Hægt að forgangsraða eftir hópum
 - T.d fyrir framlínufólk
 - Mikilvægt að geta forgangsraðað

Verkbeiðnakerfi – Þarfir Glitnis banka



- Eitt verkbeiðnakerfi fyrir allan bankann – Beiðnir stofnaðar með tölvupósti
 1. Upplýsingatækni
 - Haldið utanum þjónustubeiðnir viðskiptavina
 - Haldið utanum innan deildar verkbeiðnir (breytingar/tilkynningar)
 - Haldið utanum bilanir í kerfum
 2. Rekstrardeild
 - Pantanir á veitingum
 - Húsnæðisbreytingar
 3. Viðskiptaver
 - Panta afrit af gögnum geymdum í bókhaldsdeild
 - Beiðni um greiðslumat



Verkbeiðnakerfið valið

GLITNIR

- HP Service desk
 - Heldur utan um öll tæki
 - Staðsetningar
 - Serial númer
 - Tegund
 - O.s.frv.
 - Bíður uppá ýmsar skýrslur
 - Fjöldi verkbeiðna á ákveðnu tímabili
 - Fjöldi verkbeiðna eftir deildum
 - Fjöldi beiðna lokið innan tímamarka

Verkbeiðnakerfi

GLITNIR

- HP Service desk
 - Engin töfralausn
 - Löng innleiðing hjá okkur
 - Verkferlar í stöðugri endurskoðun
 - Er mjög krefjandi verkefni
 - Passa að missa sig ekki í flækjustigi!
 - Stendur og fellur með starfsfólkinu!

HP Service desk

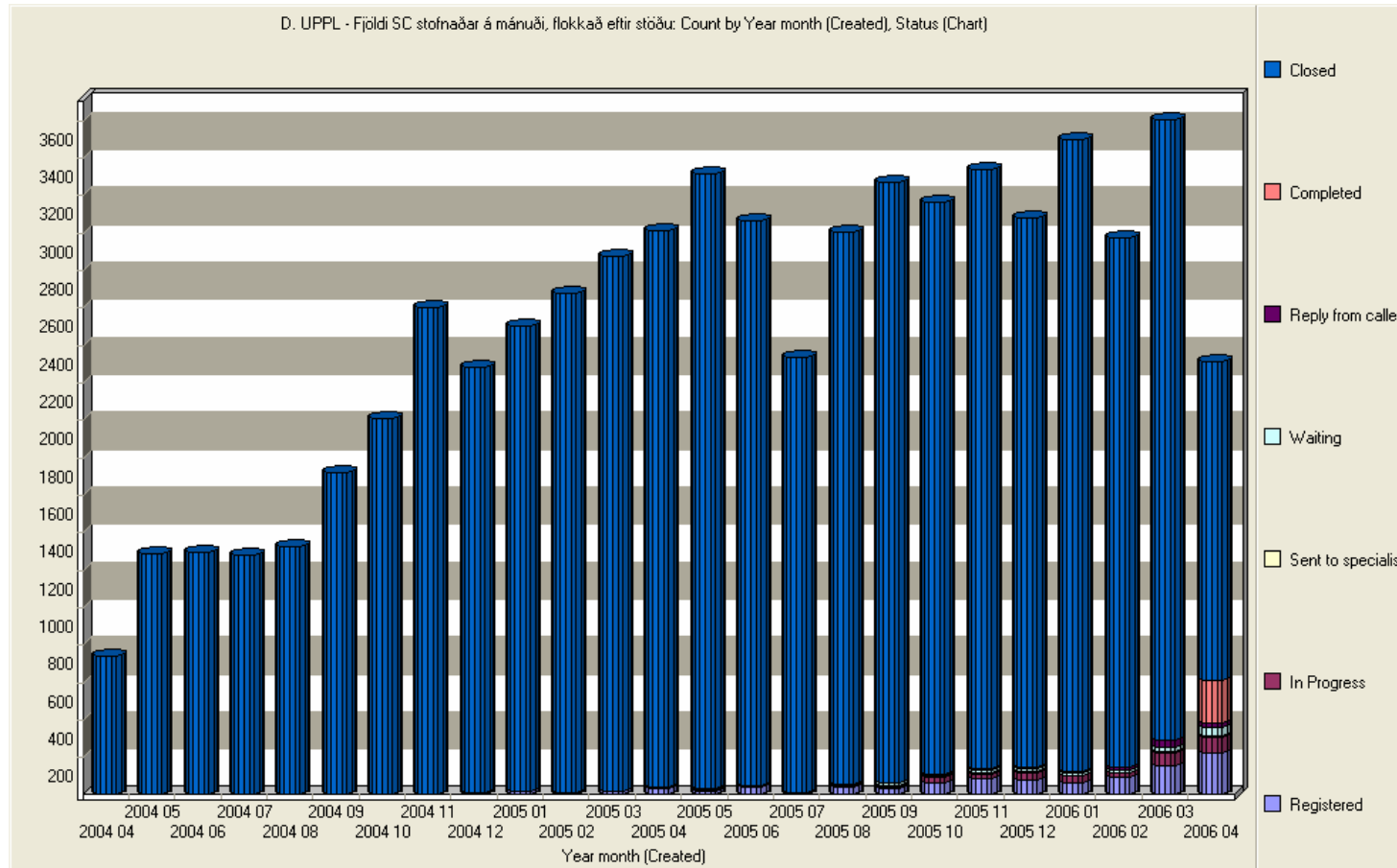


- Aðeins um kosti og galla
 - + Heldur utanum allar beiðnir og telur fjölda þeirra
 - Getur verið erfitt að rekja beiðnir sem fara á milli nokkra hópa
 - + Skýrslur gefa ákveðnar vísbendingar um álag
 - Tímaskráning í SD nýtist okkur ekki
 - Samvinna Glitnis og OK að lausn
 - + Hægt að forgangsraða eftir mikilvægi
 - Vefviðmótið stenst ekki kröfur Glitnis banka

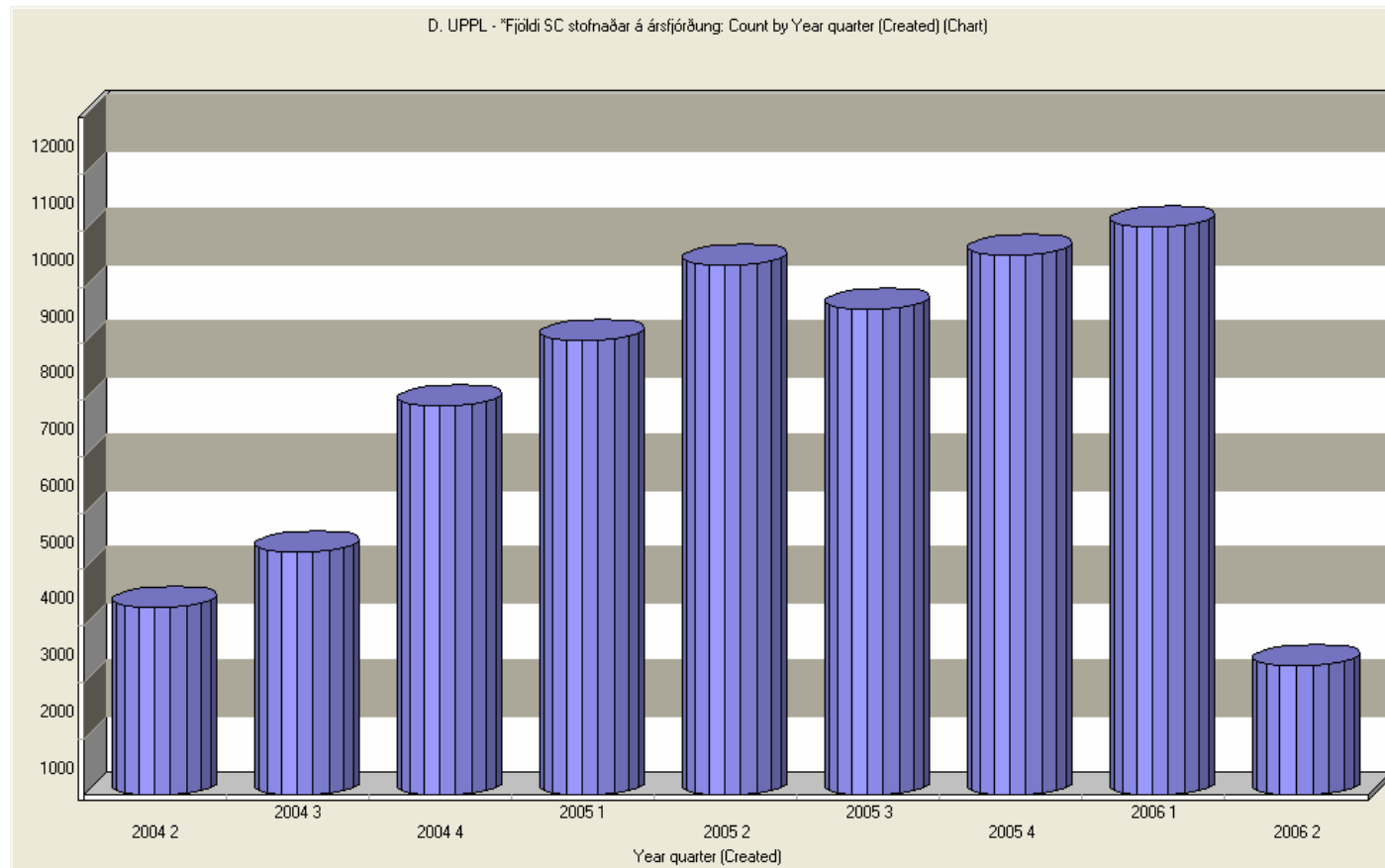


Dæmi um skýrslur – Fjöldi beiðna á mánuði

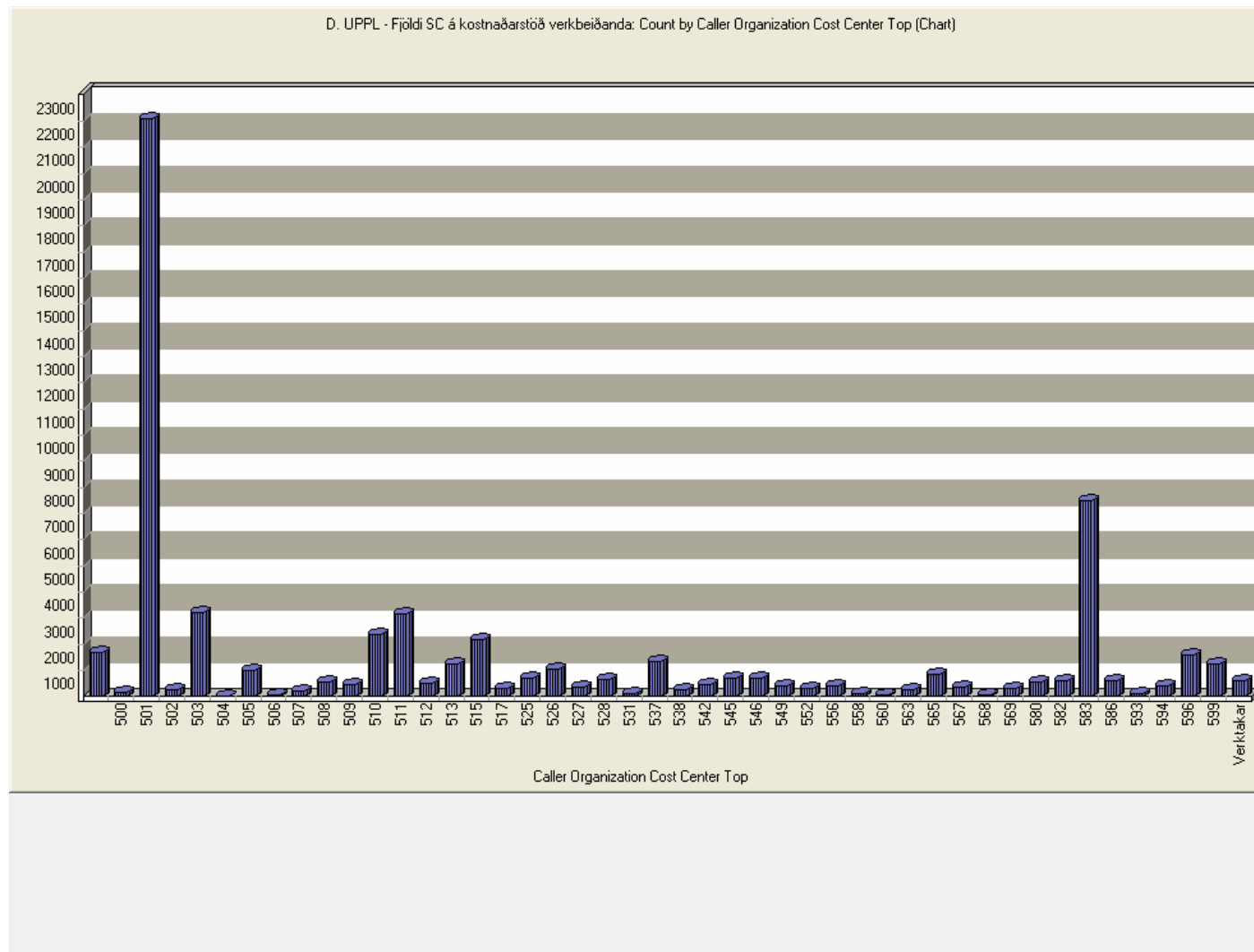
GLITNIR



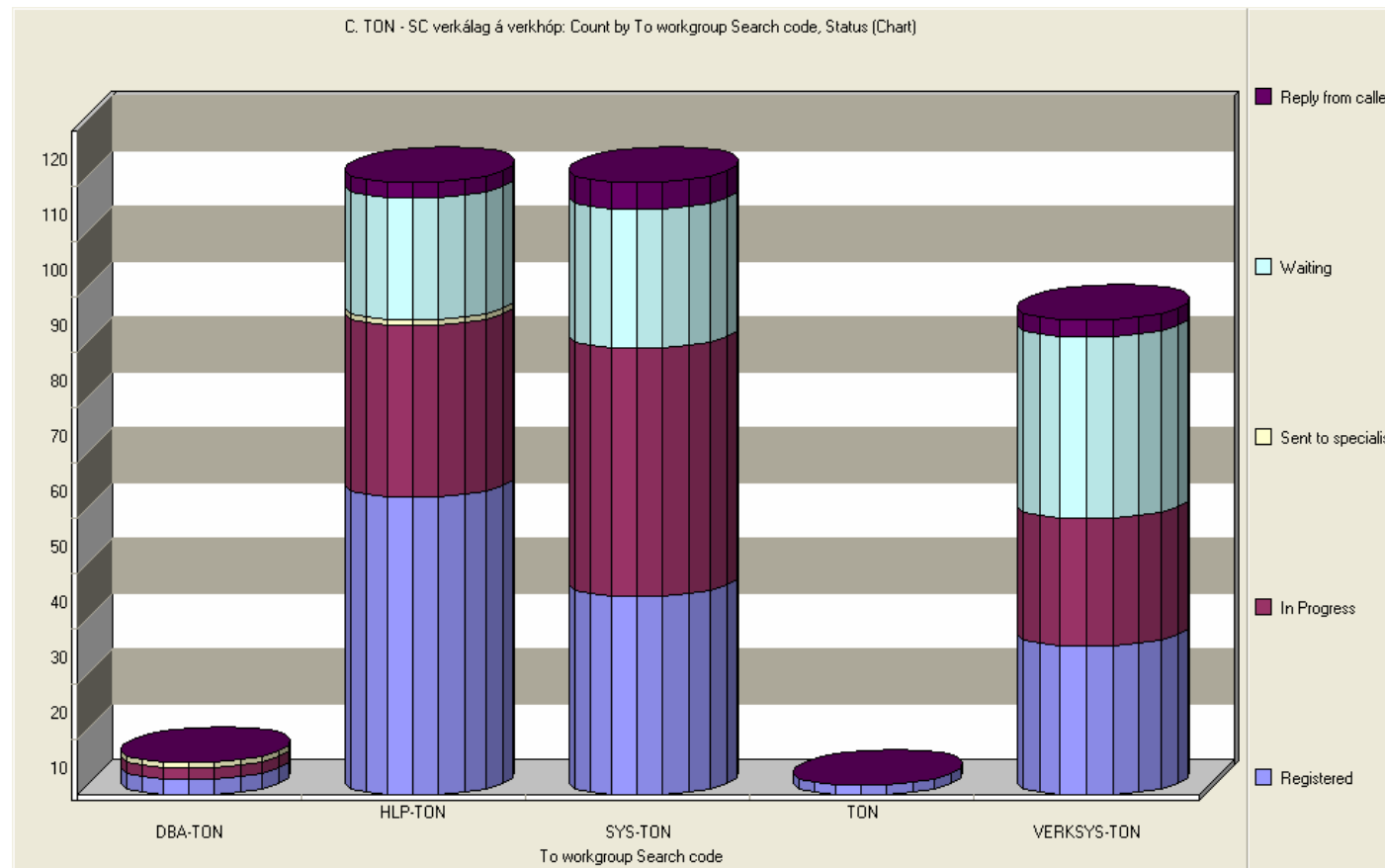
Fjöldi beiðna ársfjórðungslega



Fjöldi beiðna eftir útibúum



Verkálag innan tækniþjónustu





Takk fyrir mig

Kristens Guðfinnsson
Deildarstjóri þjónustuborðs tækniþjónustu